

Partners Meeting Minutes (Online Meeting)
November 17th, 2015

Patty Jones from ImagineIF Libraries called the meeting to order at 12:00pm

Roll Call: Members present- Bitterroot Public, Darby Community Public, Drummond School and Community, Fallon County, Hearst Free, ImagineIF, Lincoln County, Miles City Public, Mineral County, Missoula Public, North Valley Public Plains Public, Rosebud County, Stillwater County, and Whitefish Community.

Montana State Library Staff Present: Ken Adams, Jemma Hazen, and Sarah McHugh.

Approval of September 30th Minutes: Denise Ard from North Valley Public made a motion to accept the minutes and Wendy Campbell from Darby Community Public seconded the motion. Minutes were approved as read.

EDS Interfile Display in Enterprise: Ken Adams from MSL reported that Enterprise 4.5 now has the option to “interfile” search results from both discovery layers. That means titles from the MSC and from Discover It! will be listed together. Facet limiters from both interfaces will be on the left and right of the screen. They can view an example on the MSC Home Enterprise page at: <http://mtsc.sdp.sirsi.net>. The Enterprise configuration requires this option to be on or off by a setting in the search target. All Partner libraries use the same search target so they would need to agree as a group to turn it on or leave it off. The group agreed to view examples and then discuss and possibly vote during their next meeting in January.

Inclusion of Alberton Branch into Partners: Guna Chaberek from Mineral County said that Alberton wants to join Partners but has a transit issue to Missoula. She asked if Frenchtown could be a drop point.

Honore Bray of Missoula Public said she’d talk to Frenchtown about making transit arrangements and get back to Guna.

Jemma Hazen of MSL added that mid to late December or even January would be best for MSC staff to add another library.

Statement on Replacement of Lost and Damaged Materials: Della Haverland from Stillwater County read a proposed statement to be added to Best Practices that included asking the borrowing library to contact the owning library to make replacement arrangements as a first step whenever the borrowing library’s patron loses or damages an item.

Sarah McHugh of MSL reported that Jemma Hazen had collected data/stats for a sampling of Partner libraries showing the number of bills, total amount billed, payment amounts, and patrons with bills. The document was presented to the group.

Della Haverland of Stillwater County said that discussion from the previous meeting had been about replacing items rather than exchanging money.

Kim Crowley of ImagineIF stated that in the minutes it says there was discussion about checks from patrons being sent to owning libraries. She added that we need to look at the number of items missing, redefine the problem, and find solutions that work for everyone.

Honore Bray of Missoula Public said she felt like large libraries are blamed for losing small library items. This is not their intention and the process of exchanging items is trial and error. Missoula also loses a lot through Partners. Hub libraries put in a lot of staff time in the spirit of helping other Partner libraries.

Kim Crowley from ImagineIF suggested that maybe we can all take some blame for not giving a good orientation to new libraries of what to expect. She said she understands that small libraries have limited staff and materials are precious but Partners expands access to materials.

Della Haverland of Stillwater County replied that she first started with Partners while working at Rosebud County Library and she loves Partners, but she feels like Missoula and Kalispell are all that matter. Stillwater County Library does not have much for missing items but rather lots of damage. She sends out 400 items a month and brings in 100-125 each month for her patrons. She feels responsible to replace items that her patrons damage. She said the benefits of being in Partners outweigh not being in the group.

Sarah McHugh stated that MSL is here to serve Partners. Data tells the story and Jemma spent a lot of time running statistical reports. Sarah asked if this would be helpful information for the MSL to provide and the group agreed it wasn't necessary for the amount of work required.

Della Haverland from Stillwater County said the purpose of adding a statement to Best Practices was not to create an accounting nightmare.

Joey Kositzky from Whitefish Community Library stated that if their patron loses or damages an item they replace it, but it could be too much work for larger libraries to replace lost items.

Hannah Nash from Miles City Public said this doesn't happen that often. MCPL replaces and ships items to the owning library. It should be left open to each library how to handle lost/damaged items. There is no need for MSL to be involved.

Kim Crowley of ImagineIF said there's not enough staff to be able to replace items. The "money in a pot" concept would be better for them. They don't even replace all of their own items.

Elizabeth Jonkel of Missoula Public said that the Partner Contact Sheet already has Best Practices and who accepts replacement items. We need to distinguish between damaged and lost/claims returned.

Sarah McHugh of MSL said that it sounds like the basic agreement is that a more general approach is needed rather than a bunch of reports from MSL. She asked Kim Crowley if looking at individual items to replace was an option and Kim replied that it wasn't feasible.

Kim Crowley of ImagineIF said her library's budget is much different than a smaller library's. She mentioned the comparison she'd sent out via email of how much each library spends per capita. Staff time is a huge challenge so they cannot spend time on individual items.

Sarah McHugh of MSL asked Della Haverland what she'd like to see happen.

Della Haverland of Stillwater County replied that she packs the crates herself and gave an example of a brand new children's book that she sent to a Partner library. It came back with a note taped to the cover saying it was received damaged (water damage and torn) yet it went out brand new. She does not feel like a "partner" and would have liked a call from the borrowing library to discuss what to do about the damaged brand new book.

Hannah Nash of Miles City Public agreed that replacing items from the goodness of your heart is appropriate if the borrowing library chooses to do that, but if a library does not choose that option, their decision should be respected.

Sarah McHugh of MSL stated that we do need a better orientation to Partners for new libraries and we could look at the "pot of money" idea as recourse for replacing lost items.

Della Haverland of Stillwater County replied that she doesn't want money as that would be an accounting nightmare and would just appreciate a conversation from the borrowing library about replacing the item.

Kim Crowley of ImagineIF stated that they don't even replace all their own items and would not be able to participate in a program that required replacing damaged/lost items of other libraries.

There were concerns expressed in the chat box about the logistics of keeping a "pot of money".

Sarah McHugh of MSL observed that it sounded like we all want the same thing...to continue as we have been, replacing items when possible, and recognizing that we are really all sharing one large collection.

Hannah Nash from MCPL suggested we look at current Best Practices to see if replacing items is discouraged.

Jemma Hazen of MSL stated that all libraries accept replacements with the exception of ImagineIF.

Hannah Nash of MCPL replied that they will continue to coordinate with other libraries regarding replacing damaged and lost items.

Patty Jones of ImagineIF said the Best Practices, as they currently are, should suit everyone's purposes.

Elizabeth Jonkel of Missoula Public said the statement, "Receiving library shall follow their own internal procedures..." is already there and should cover our concerns.

Joey Kositzky from Whitefish Community Library said the bottom line is that we are one library under Partners sharing books and patrons. We should not have to replace items because it all comes out in the wash.

Sarah McHugh of MSL suggested we watch and track lost and damaged items so we better understand the issue and so it does not stop smaller libraries from joining Partners.

Patty Jones from ImagineIF said the current Best Practices allows for flexibility for all libraries.

Della Haverland of Stillwater County said that having the discussion and looking at Best Practices has been helpful and we are all working toward the same goal.

Elizabeth Jonkel of Missoula Public asked that we please let her know if items are coming back from Missoula Public damaged.

Ken Adams of MSL confirmed that the flexibility to replace items is already in Best Practices and the spreadsheet of Partners contact list has a column that says who will accept replacements.

The next meeting will be online on Tuesday, January 19th at noon.

The meeting was adjourned at 1:05pm